

UC/LANL Employees

UnitedHealthcare and UC would like to acknowledge the difficulties that some of you have experienced due to the Primary Care Physician assignment that took place when your eligibility was received.

UnitedHealthcare has worked diligently to expand our network in the state of New Mexico in order to provide the broadest possible coverage to UC/LANL employees and their families. You may have selected Primary Care Physicians during your Open Enrollment period and have now discovered that the doctors you selected were not assigned to you. There were many factors that contributed to this occurrence including integration problems in the data transfer process. In addition, rapid growth of the network and the time constraints inherent in the contracting process also affected UnitedHealthcare's ability to assign you the Primary Care Physician you selected. We apologize for any inconvenience this may have caused you and would like to clarify the following:

With UnitedHealthcare

- You are able to select a Primary Care Physician, however you can access care with ANY contracted provider, including your current UHC Primary Care Physician, and receive in-network benefits.**
- You can self refer to ANY contracted specialist without a referral from your Primary Care Physician and receive in-network benefits.**
- You can change your Primary Care Physician at any time, effective immediately, either by contacting UnitedHealthcare's Customer Service Team at 1-800-603-3816 or by logging on to UnitedHealthcare's customized website, www.myuhc.com and registering with either your Social Security Number or the Subscriber ID Number found on your ID card. If you are registering with your Subscriber ID Number, you will also need your Group Number, which is 704121.**

UnitedHealthcare is excited at the opportunity to provide you flexible benefits with superior customer service.